



CITY OF HOUSTON

Job Posting

| | CORRECTION | CORRECTION | CORRECTION |
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| 1 | Applications accepted from: ALL PERSONS INTERESTED | | |
| 2 | Job Classification | Staff Analyst(Help Desk Manager) | |
| 3 | Posting Number | PN# 113268 | |
| 4 | Department | Library Department | |
| 5 | Division | Information Technology | |
| 6 | Section | HALAN | |
| 7 | Reporting Location | 500 McKinney* | |
| 8 | Workdays & Hours | 8:30 a.m. - 5:30 p.m., M - F* | |
| | | *Subject to change | |
| 9 | DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS Functions in a staff role to provide professional analytical, administrative and/or management systems services to the Chief of HALAN. Performs various professional activities necessary to the management and operations of the Help Desk and the integrated library system for the Houston Area Library Automated Network (HALAN). Coordinates tasks involving library system software maintenance, especially related to customer support and the analysis of certain library functions. Works closely with the Houston Public Library IT staff and acts as lead person for the HALAN technical staff in the coordination and completion of system-wide projects. Reports directly to the Chief of HALAN. <ul style="list-style-type: none">Manages the HALAN Help Desk and coordinates the reporting procedures for the use of the integrated library system (ILS) and related projects performed by HALAN and the Houston Public Library IT Division.Creates reports and interprets / analyzes statistical data with regard to HelpDesk activities and vendor performance.Obtains information as to user needs and participates in decisions of necessary courses of action.Coordinates the implementation and maintenance of the various library circulation functions, including telephone renewal and collection agency.Represents HALAN at consortium and within user group meetings for the purpose of providing advice and guidance. Reads and responds to user group listserv postings.Acts as a liaison between HALAN and the ILS vendor, Innovative Interfaces, Inc. and other vendors as required.Provides assistance in the use of the ILS and library-related technologies to users in various forms of training and support.Acts as a liaison between the users, the library staff and the HALAN system. | | |
| 10 | WORKING CONDITIONS There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. Must be able to move freely throughout the library. Position requires stooping, bending, and light lifting. | | |
| 11 | MINIMUM EDUCATIONAL REQUIREMENTS Requires a Bachelor's degree in Computer Science, Business Administration, Public Administration or a closely related field to the type of work being performed. | | |
| 12 | MINIMUM EXPERIENCE REQUIREMENTS Three years of professional administrative, financial or analytical experience related to the type of work being performed are required. | | |
| 13 | MINIMUM LICENSE REQUIREMENTS Requires a valid Texas Driver's License and compliance with the City of Houston policy on driving (AP 2-2). | | |
| 14 | PREFERENCES Experience working in a library and with an integrated library system strongly preferred. Experience within a library consortium or III environment will be strongly considered. Knowledge of circulation policies and procedures will be considered. Prefer strong customer service skills. Current computer skills including Microsoft Outlook, Microsoft Server 2003, HP Hardware, Wireless Support and Windows XP Desktop Support . Working knowledge of HelpDesk software. | | |
| 15 | SELECTION/SKILLS TESTS REQUIRED None | | |
| 16 | SAFETY IMPACT POSITION <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test. | | |
| 17 | SALARY INFORMATION Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is: <div>Salary Range - Pay Grade 26 \$1,587-\$2,302 Biweekly \$41,262-\$59,852 Annually</div> | | |
| 18 | OPENING DATE September 20, 2006 | | |
| 19 | CLOSING DATE October 3, 2006 | | |
| 20 | APPLICATION PROCEDURES Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1 st floor. Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (832) 393-1667 . All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. An Equal Opportunity Employer | | |